



User Satisfaction Information Technology

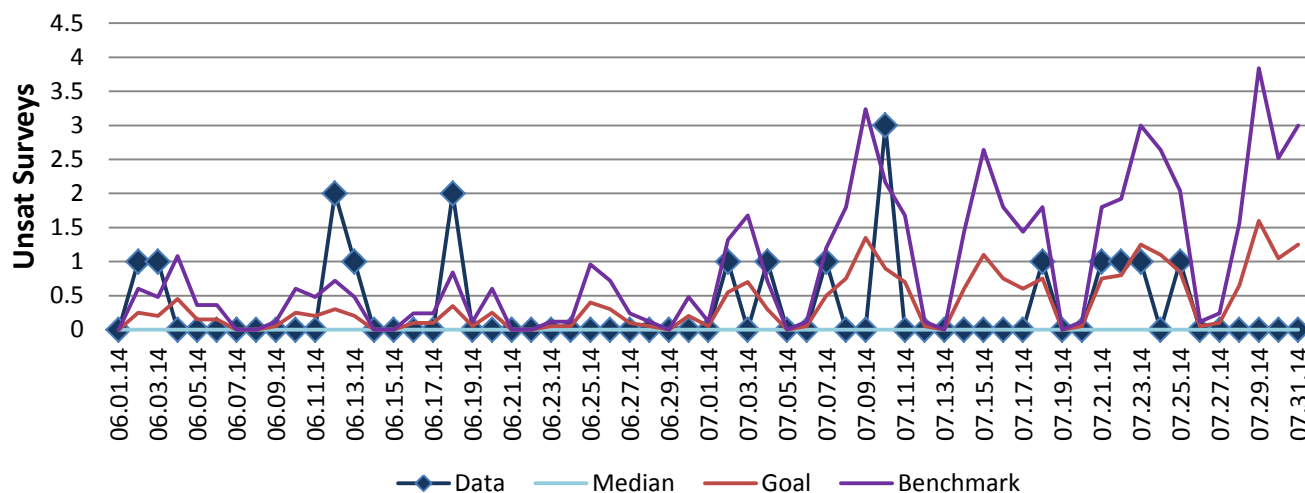


KPI Owner: Les Harral

Process: TBD

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 4%		Data Source: User Satisfaction Survey Goal Source: Self Set Benchmark Source: Zendesk	Plan-Do-Check-Act Step 8: Monitor and diagnose		
Goal: No more than 5% of User Satisfaction surveys are rated unsatisfactory.			Measurement Method: Survey sent with every ticket that is closed in the ticketing system.		
Benchmark: 12%			Why Measure: To ensure the quality of the services provided. Next Improvement Step: Continue to increase the number of responses received to ensure data accuracy.		
How Are We Doing?					
07.01.14-07.31.14 1 Month Goal	07.01.14-07.31.14 1 Month Total		07.31.14 Goal	07.31.14 Actual	
19	11		1	0	
Unsat Surveys	Unsat Surveys		Unsat Surveys	Unsat Surveys	

User Satisfaction



07.01.14 - 07.31.14 Pareto Analysis

